

**District Government Agency
Ranking Chart Telephone Tester FY06 Third Quarter Results
(As Compared to the District Average)**

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
Public Service Commission	5.00	5.00	4.96	4.88	4.960	PASS
Planning, Office of	5.00	4.97	4.93	4.92	4.955	PASS
Office of Motion Picture and Television Development	5.00	5.00	4.89	4.91	4.950	PASS
Transportation, District Division of	5.00	5.00	4.97	4.83	4.950	PASS
Human Rights	5.00	5.00	4.96	4.83	4.948	PASS
Office of Asian and Pacific Islanders	5.00	4.93	4.95	4.88	4.940	PASS
Cable Television and Telecommunications,	5.00	4.99	4.88	4.86	4.933	PASS
Office of Latino Affairs	5.00	5.00	4.95	4.76	4.928	PASS
Department of Public Works	4.98	4.92	4.92	4.89	4.928	PASS
Fire and Emergency Medical Services, Department of	5.00	4.94	4.94	4.78	4.915	PASS
Aging, Office on	5.00	4.93	4.89	4.84	4.915	PASS
Labor Relations	5.00	4.97	4.87	4.80	4.910	PASS
Chief Technology Officer, Office of the	5.00	4.97	4.90	4.73	4.900	PASS
Office of the Unified Communications	4.99	5.00	4.77	4.80	4.890	PASS
Medical Examiner, Office of the Chief	5.00	4.87	4.88	4.80	4.888	PASS
Consumer and Regulatory Affairs, Department of	5.00	5.00	4.88	4.67	4.888	PASS
City Administrator, Office of the	5.00	5.00	4.90	4.63	4.883	PASS
Office of Zoning	5.00	4.92	4.92	4.69	4.883	PASS
Mayor's Call Center	4.98	5.00	4.74	4.76	4.870	PASS
Office of Police Complaints	4.98	4.91	4.78	4.80	4.868	PASS
Inspector General, Office of the	5.00	4.95	4.77	4.72	4.860	PASS
Chief of Staff, Office of the	5.00	4.92	4.85	4.62	4.848	PASS
Children, Youth and Families and Elders, Office of the	5.00	5.00	4.71	4.66	4.843	PASS
Mayor's Suite	5.00	5.00	4.88	4.48	4.840	PASS
Operations, Deputy Mayor for	5.00	4.98	4.77	4.60	4.838	PASS
Chief Financial Officer, Office of the	4.99	4.98	4.69	4.69	4.838	PASS
Metropolitan Police Department	5.00	4.90	4.81	4.63	4.835	PASS
Corrections, Department of	4.97	4.97	4.81	4.58	4.833	PASS
Local Business Development, Office of	5.00	4.95	4.83	4.45	4.808	PASS
Planning and Economic Development, Office of	4.98	4.81	4.77	4.67	4.808	PASS
Contracting and Procurement, Office of	4.96	4.91	4.67	4.66	4.800	PASS
Health, Department of	4.95	5.00	4.84	4.40	4.798	PASS
Office Risk Management	4.97	4.89	4.81	4.50	4.793	PASS
Policy and Legislative Affairs, Office of	5.00	4.88	4.76	4.46	4.775	PASS
Mental Health, Department of	4.98	4.94	4.53	4.60	4.763	PASS
Insurance and Securities Regulation, Department of	4.93	4.73	4.75	4.61	4.755	PASS
Parks & Recreation, Department of	4.88	4.88	4.67	4.56	4.748	PASS
Human Services, Department of	5.00	4.69	4.77	4.50	4.740	PASS
Veterans Affairs	4.98	4.66	4.81	4.51	4.740	PASS
Public Safety and Justice, Office of the Deputy Mayor	5.00	5.00	4.34	4.59	4.733	PASS
Arts and Humanities, Commission on	4.98	4.75	4.57	4.58	4.720	PASS
District Average	4.99	4.93	4.81	4.69	4.720	
Housing and Community Development, Department of	4.96	4.59	4.80	4.49	4.710	PASS
Public Library	4.98	4.98	4.65	4.21	4.705	PASS
Department of Motor Vehicle	4.98	4.91	4.51	4.37	4.693	PASS
DC Lottery and Charity Game Board	4.97	4.72	4.56	4.45	4.675	PASS
Employment Services, Department of	4.95	4.90	4.60	4.06	4.628	PASS
Office of Community Affairs	4.97	4.63	4.47	4.38	4.613	PASS
DC Energy Office	4.96	4.78	4.67	3.96	4.593	FAIL
Emergency Management Agency	4.97	4.69	4.26	4.39	4.578	PASS
Property Management, Office of	4.84	4.74	4.54	4.18	4.575	PASS
Communications, Office of	4.87	4.59	4.37	4.19	4.505	PASS
Personnel, Office of	4.93	4.73	3.86	4.18	4.425	FAIL
Secretary, Office of the	5.00	5.00	4.09	3.49	4.395	FAIL
Attorney General, Office of	4.92	4.85	4.51	3.27	4.388	FAIL
State Education Office	4.62	4.45	4.07	3.54	4.170	FAIL
Child and Family Services	4.86	4.27	4.14	3.24	4.128	FAIL
Alcohol and Beverage Regulation Administration	5.00	4.92	3.39	3.18	4.123	FAIL
Tax and Revenue, Office of	5.00	4.29	4.42	2.56	4.068	FAIL
Department of Youth Rehabilitation Services	4.96	4.85	3.30	2.98	4.023	FAIL
DC Taxi Cab Commission	4.59	4.50	3.52	3.01	3.905	FAIL